GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:1999
ANSWERED ON:13.03.2008
HARASSMENT OF FOREIGN TOURISTS AND NRIS AT THE AIRPORTS
Nandy Shri Amitava

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether a large number of foreign tourists and NRIs are harassed at International Airports in the country;

(b) if so, the details of the incidents/complaints have been reported to the concerned authorities during the last three years till date and action taken by the authorities in this regard;

(c) whether the Government has any plan to bring about an attitudinal change amongst the officials and promote healthy tourism in the country; and

(d) if so, the details alongwith action taken/proposed to be taken by the Government in this regard?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a) & (b) No case has been reported in respect of international airports managed by Airports Authority of India (AAI) except at Amritsar International airport during the last three years. Seven complaints have been received against Airlines and regulatory agencies at Amritsar International airport. These complaints have been forwarded to the concerned Agencies for necessary remedial action.

(c) & (d): Regular in-house training programmes are organized at the AAI training centre (NIAMAR), New Delhi. In addition, regular local level training programmes are conducted at the airports. AAI has also taken initiative to arrange to impart training in behavioral aspects to other agencies operating at airports, such as taxi drivers, security/ customs/ immigration personel etc.